

CLASS TITLE: TAX COLLECTION INTERVIEWER

Class Code: 02686100

Pay Grade: 19A

EO: B

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To assist in the collection of delinquent tax accounts and in the securing of delinquent returns for the various tax administered by the Division; and to do related work as required.

SUPERVISION RECEIVED: Works under the supervision of a superior from whom assignments are received with some instructions; work is usually reviewed upon completion for results obtained and for conformance to laws, regulations and procedures for the proper collection of taxes.

SUPERVISION EXERCISED: Usually none; may review the work of clerical assistants.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To assist in the collection of delinquent tax accounts and in the securing of delinquent returns for the various taxes administered by the Division.

To conduct telephone and/or office interviews with taxpayers and their representatives to determine methods of liquidating previously determined tax liabilities and to advise taxpayers of the various payment provisions of state tax laws and the liabilities for penalties if the taxpayer fails to comply fully with such payment provisions.

To conduct office investigations of the record and financial statements submitted by the taxpayers to prepare part payment agreements according to the taxpayers' financial condition and ability to pay; to follow up on the taxpayers' compliance with promised payments and part payment agreements and to provide taxpayers with information in order to promote voluntary compliance with the tax laws.

To determine the need for the filing of tax liens necessary to protect the state's interest in tax collection matters.

To advise taxpayers in various areas for the taxes administered by the Division to facilitate the preparation and filing of delinquent returns.

To prepare the necessary forms and vouchers to facilitate the processing of payments and the filing of delinquent returns and to determine the validity of taxpayer complaints concerning bills and notices.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of the interview and investigative techniques used in the collection of delinquent taxes and the ability to apply such techniques; a working knowledge of the legal principles concerning property rights and the ability to establish and maintain effective working relationships with taxpayers and/or their representatives; the ability to interpret and apply laws, rules and regulations dealing with taxpayer liability and with the collection of delinquent taxes; the ability to read and interpret financial statements for tax collection purposes and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a college of recognized standing; and

Experience: Such as may have been gained through: employment in the areas of loan collection or in the interpretation, application or enforcement of laws under which taxes are assessed and collected.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Revised: December 14, 1980

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